**FIG. 1**

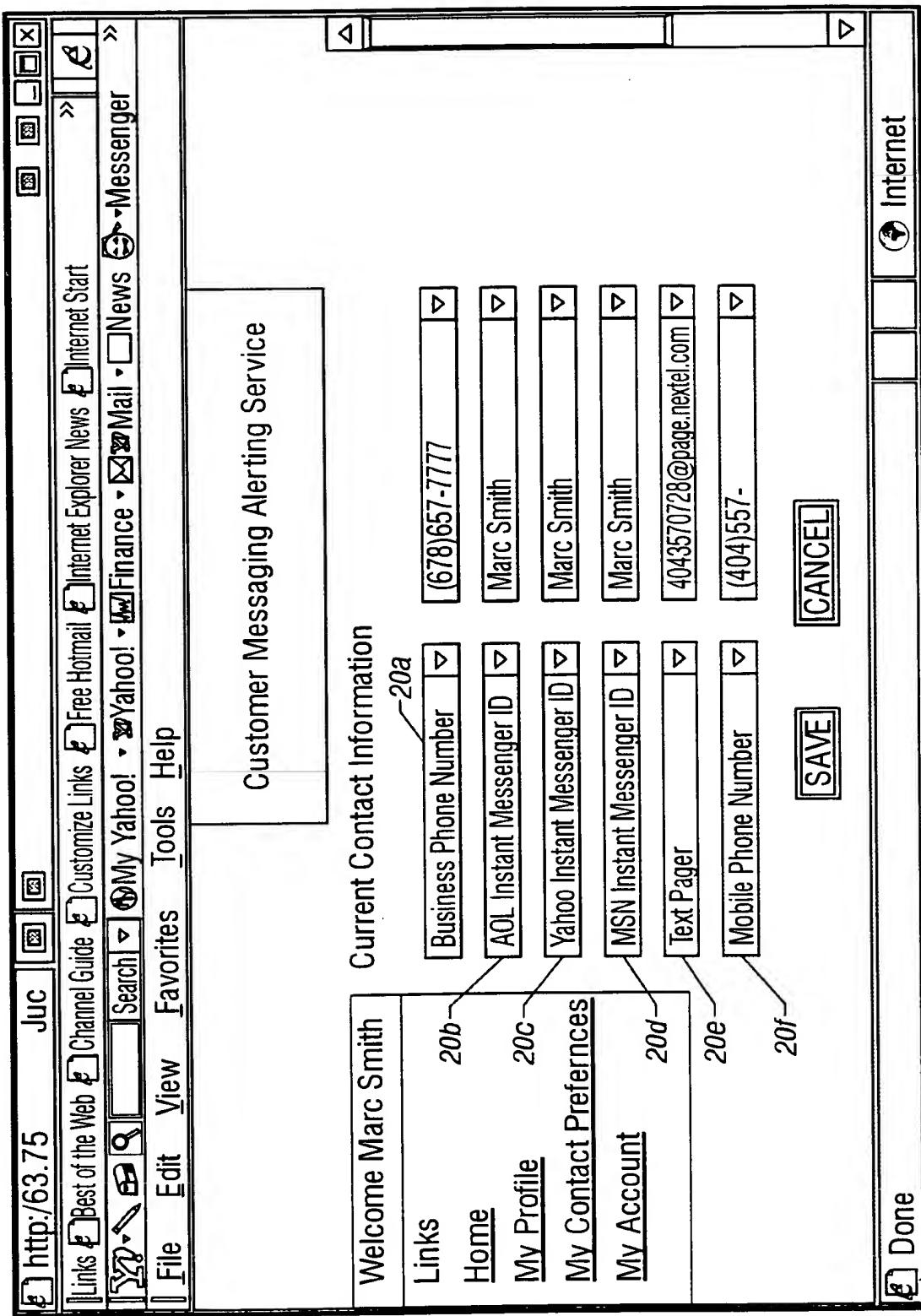


FIG. 2A

<p>http://63.79.101</p> <p>Links <input type="checkbox"/> Best of the Web <input type="checkbox"/> Channel Guide <input type="checkbox"/> Customize Links <input type="checkbox"/> Free Hotmail <input type="checkbox"/> Internet Explorer News <input type="checkbox"/> Internet Start</p> <p>YAHOO! <input type="checkbox"/> Search <input type="checkbox"/> My Yahoo! <input type="checkbox"/> Yahoo! • <input type="checkbox"/> Finance <input type="checkbox"/> Mail <input type="checkbox"/> News <input type="checkbox"/> Messenger</p> <p>File Edit View Favorites Tools Help</p>	<p>Customer Messaging Alerting Service</p> <p>My Accounts</p> <table border="1"><thead><tr><th>Provider</th><th>Account Number</th><th>Password</th><th>Alert Preference Stream</th></tr></thead><tbody><tr><td>1. Delta Airlines</td><td>2028481188</td><td>*****</td><td>Business Alerts <input type="checkbox"/></td></tr><tr><td>2. Schwab</td><td>42080020</td><td>*****</td><td>Personal Alerts <input type="checkbox"/></td></tr><tr><td>3. United Airlines</td><td>13428582</td><td>*****</td><td>Business Alerts <input type="checkbox"/></td></tr><tr><td>4. Eastman Chemical</td><td>8254258321</td><td>*****</td><td>Business Alerts <input type="checkbox"/></td></tr><tr><td>5. DuPont</td><td>2425828852</td><td>*****</td><td>Business Alerts <input type="checkbox"/></td></tr><tr><td>6. Dow</td><td>98348273</td><td>*****</td><td>Business Alerts <input type="checkbox"/></td></tr></tbody></table> <p>22</p> <p>Welcome Marc Smith</p> <p>Links</p> <p><u>Home</u></p> <p><u>My Profile</u></p> <p><u>My Contact Preferences</u></p> <p><u>My Account</u></p> <p>SAVE CANCEL</p>	Provider	Account Number	Password	Alert Preference Stream	1. Delta Airlines	2028481188	*****	Business Alerts <input type="checkbox"/>	2. Schwab	42080020	*****	Personal Alerts <input type="checkbox"/>	3. United Airlines	13428582	*****	Business Alerts <input type="checkbox"/>	4. Eastman Chemical	8254258321	*****	Business Alerts <input type="checkbox"/>	5. DuPont	2425828852	*****	Business Alerts <input type="checkbox"/>	6. Dow	98348273	*****	Business Alerts <input type="checkbox"/>
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FIG. 2B

<input type="button" value="http://63.79.101"/> <input type="button" value=""/> <input type="button" value=""/> <input type="button" value=""/>																																																																																		
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<p style="text-align: right;">http://63.79.101.53acMASA My Preference app.</p>																																																																																		

FIG. 2C

Component	Feature	Example
Contact Profile	Information	Phone information, IM information, Pager information
Contact Preference	Mode of Contact	How the customer wants to be contacted
Contact Preference	Time of Contact	When the customer wants to be contacted
Contact Preference	Hours of the Day	What particular time is preferred
Contact Preference	Time Zone	EST, PST, GMT
Account	Provider	Airline, Package Delivery Co., Financial Services Co.
Other Preference	Personalization	Where can I personalize the service
Other Preference	Activity	Business Event, Personal Alerts
Other Preference	Language	Language preference
Service Preference	Definition	Selecting AOL/Yahoo ID's, Passwords
Service Preference	Company Selection	Entering information for Various Account Nos.

FIG. 2D

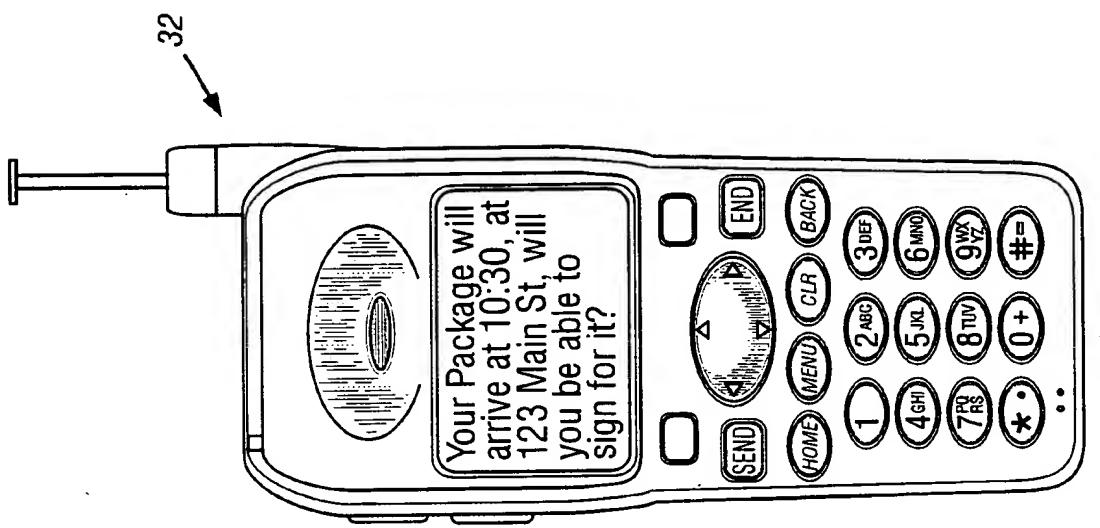


FIG. 3B

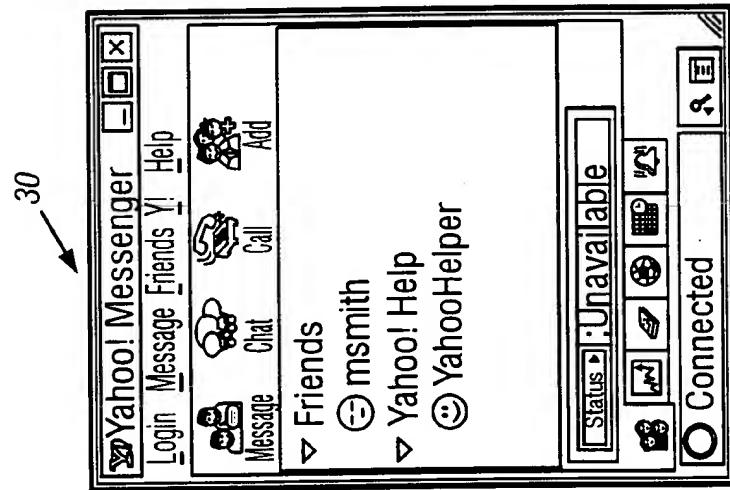


FIG. 3A

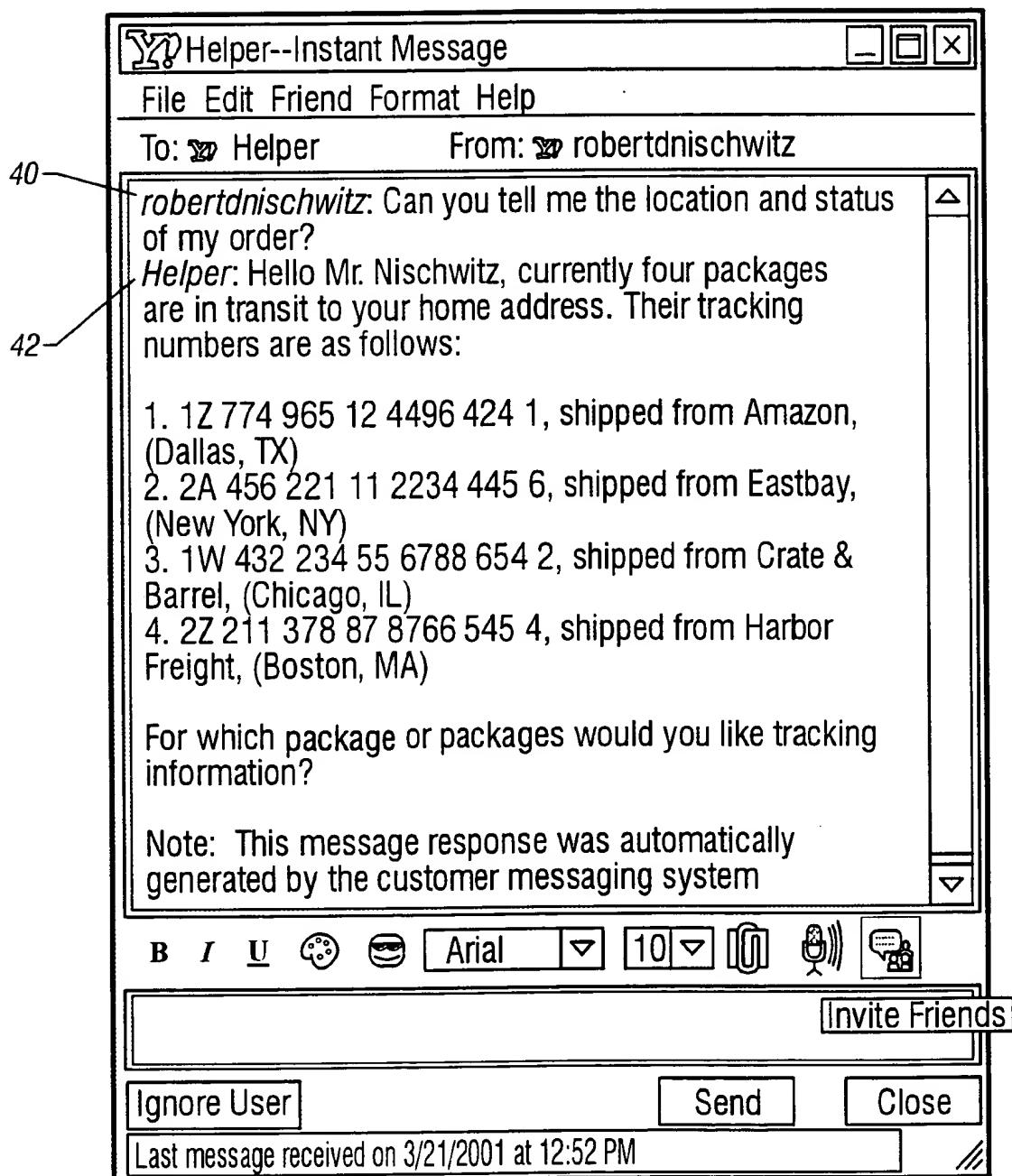


FIG. 4A

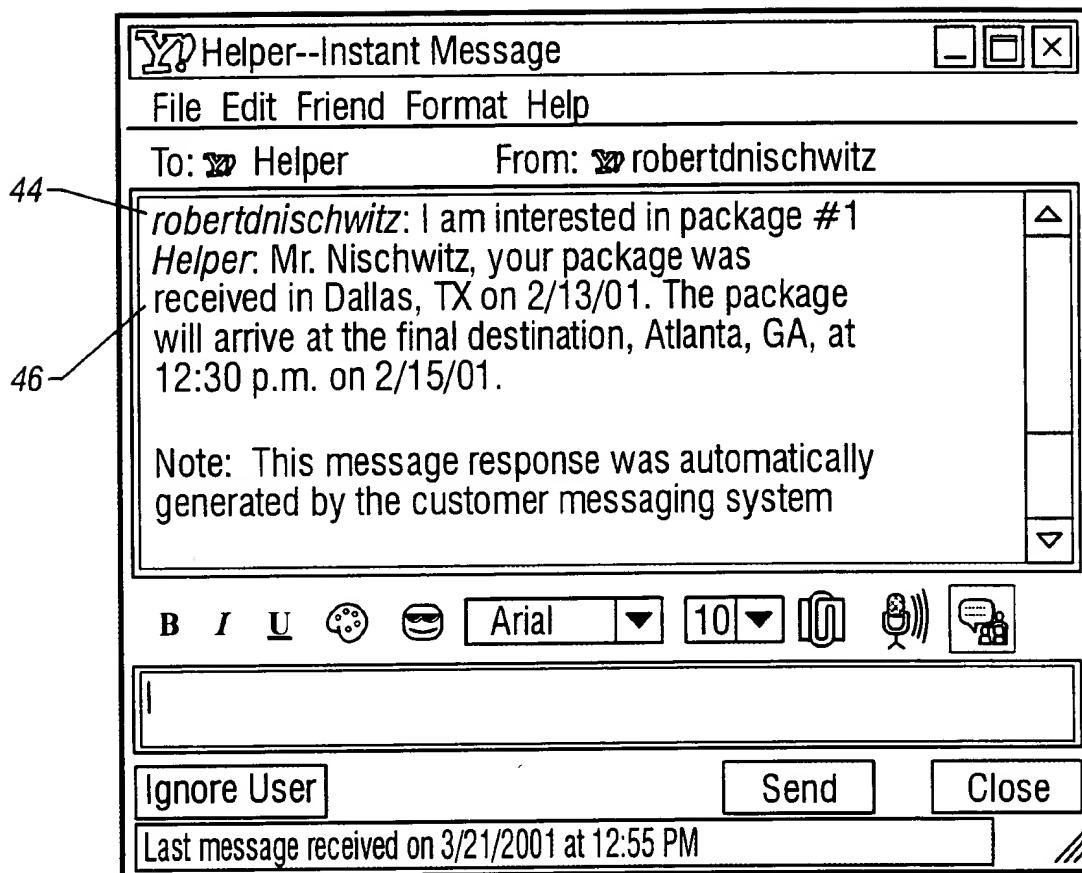


FIG. 4B

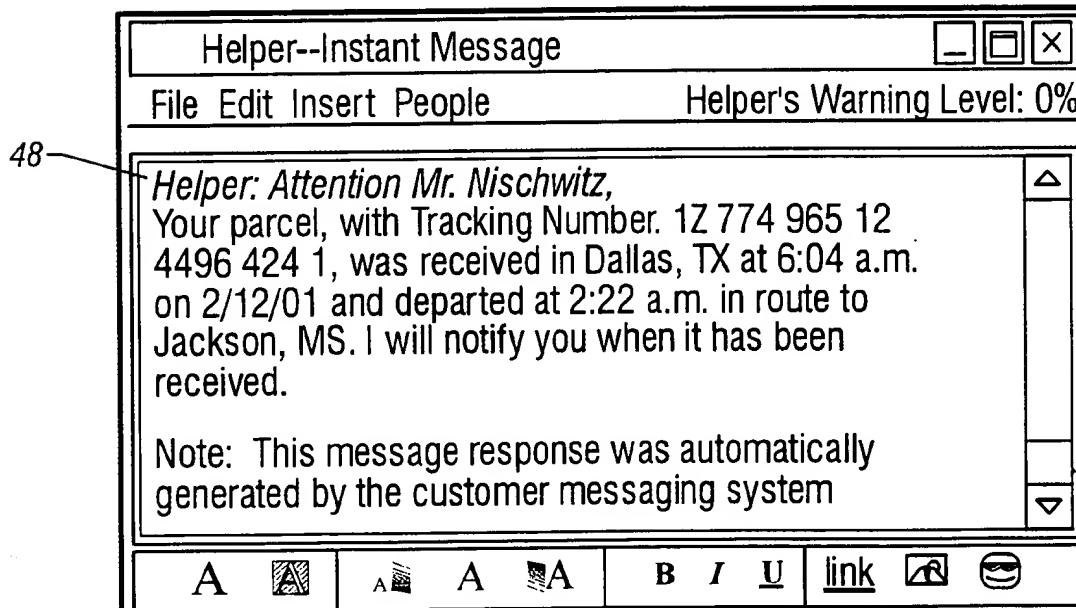


FIG. 4C

100-200-300-400-500-600-700-800-900

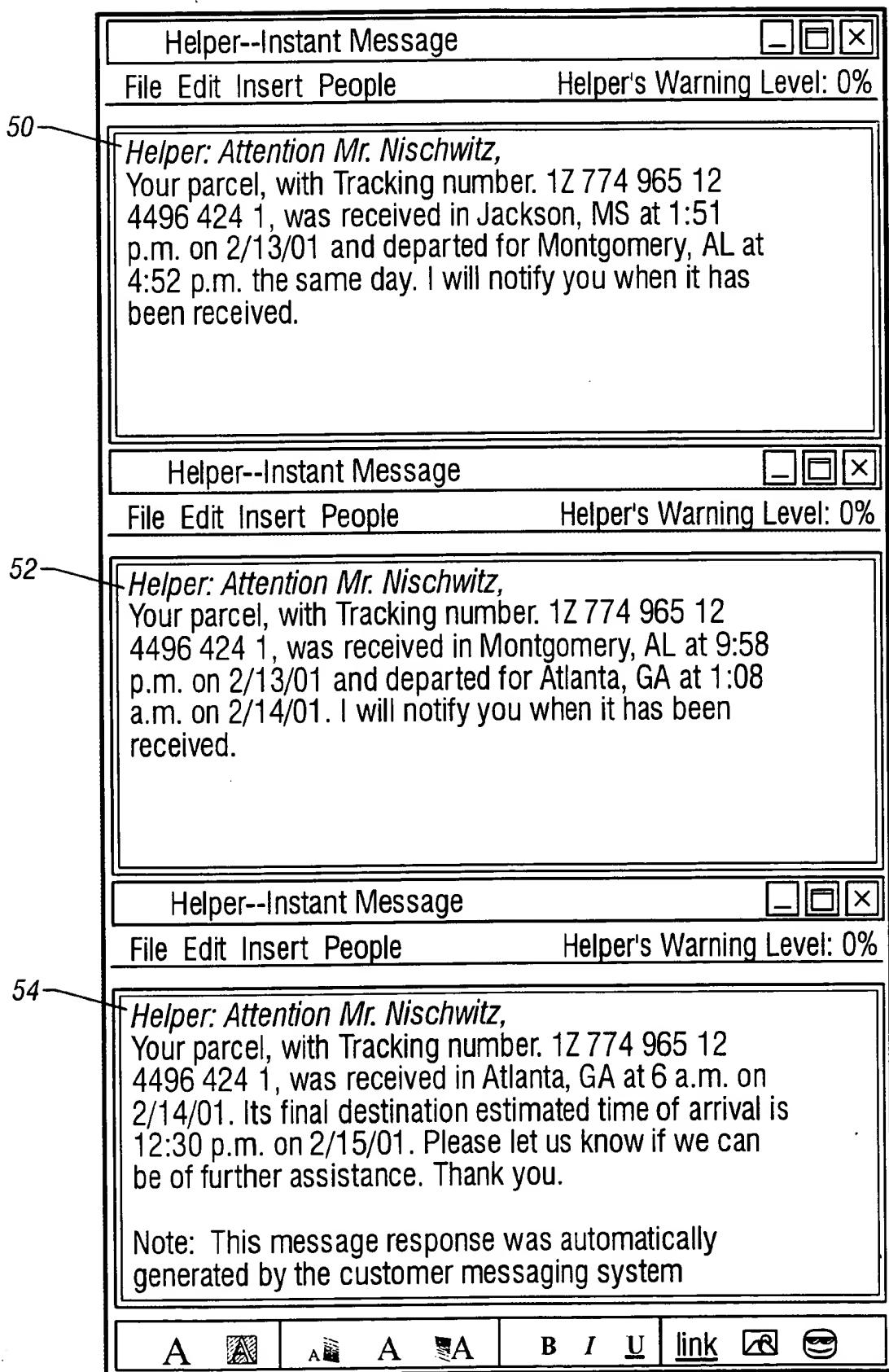


FIG. 4D

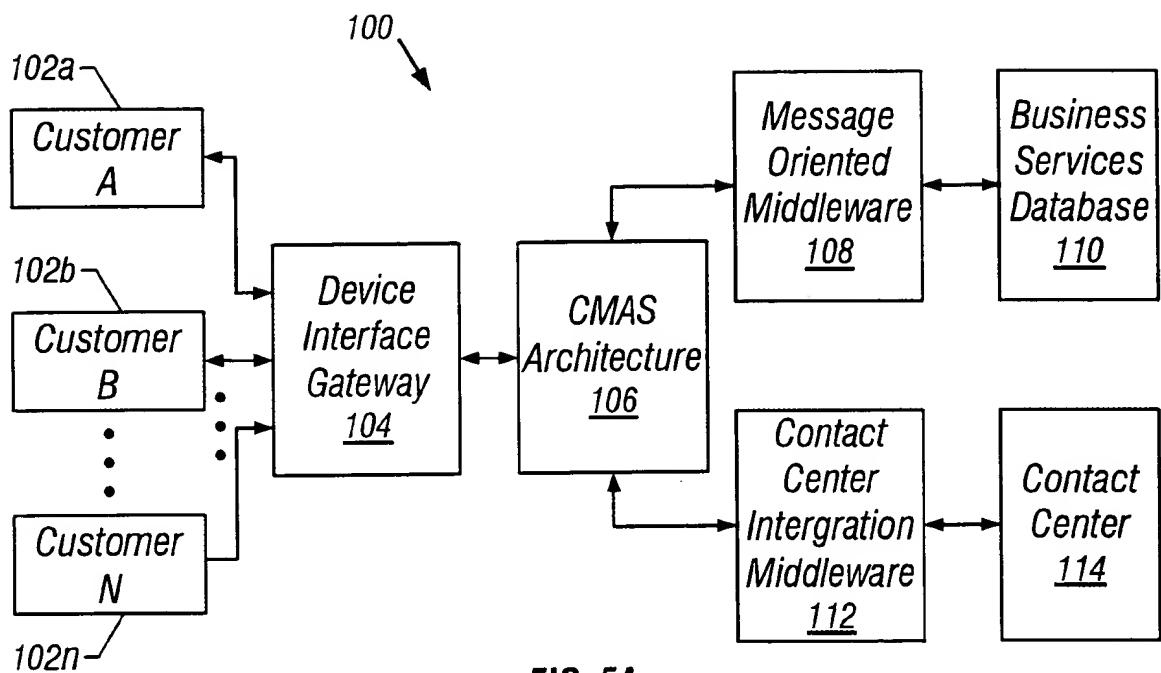


FIG. 5A

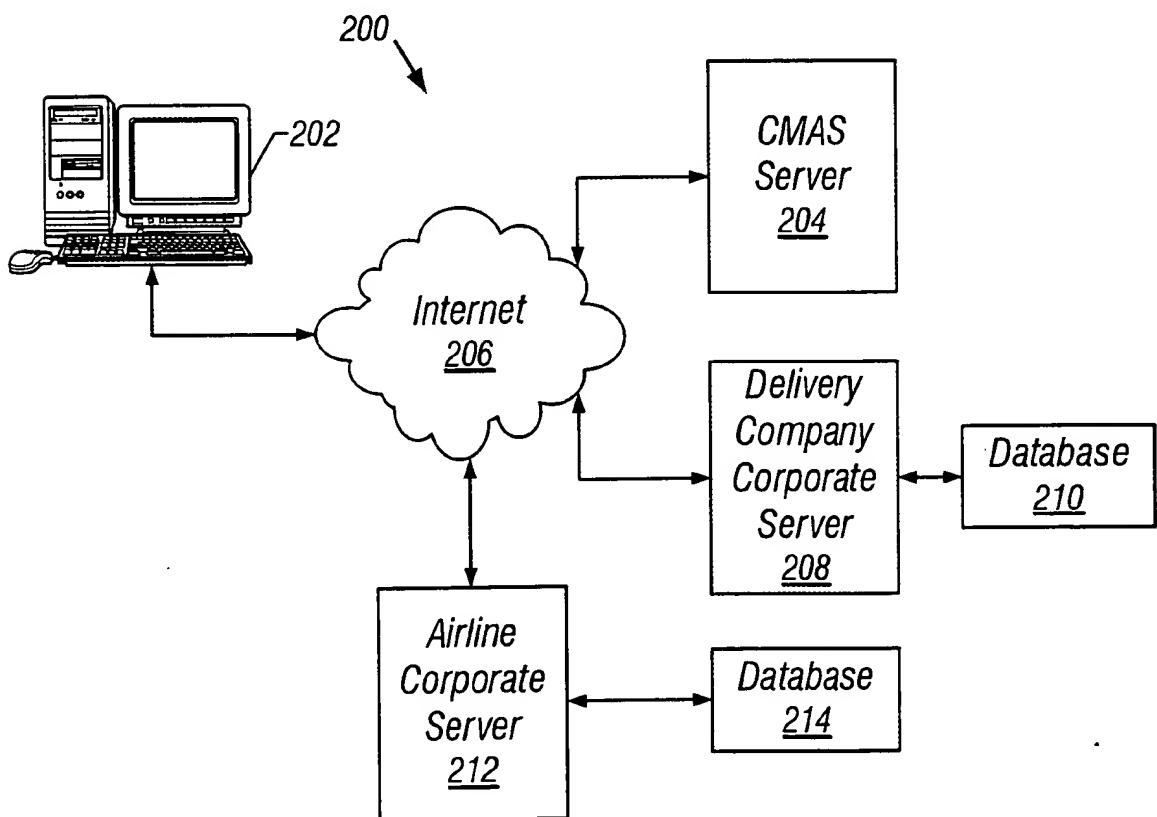


FIG. 6A

100 101 102 103 104 105 106 107 108 109 110 111 112 113 114

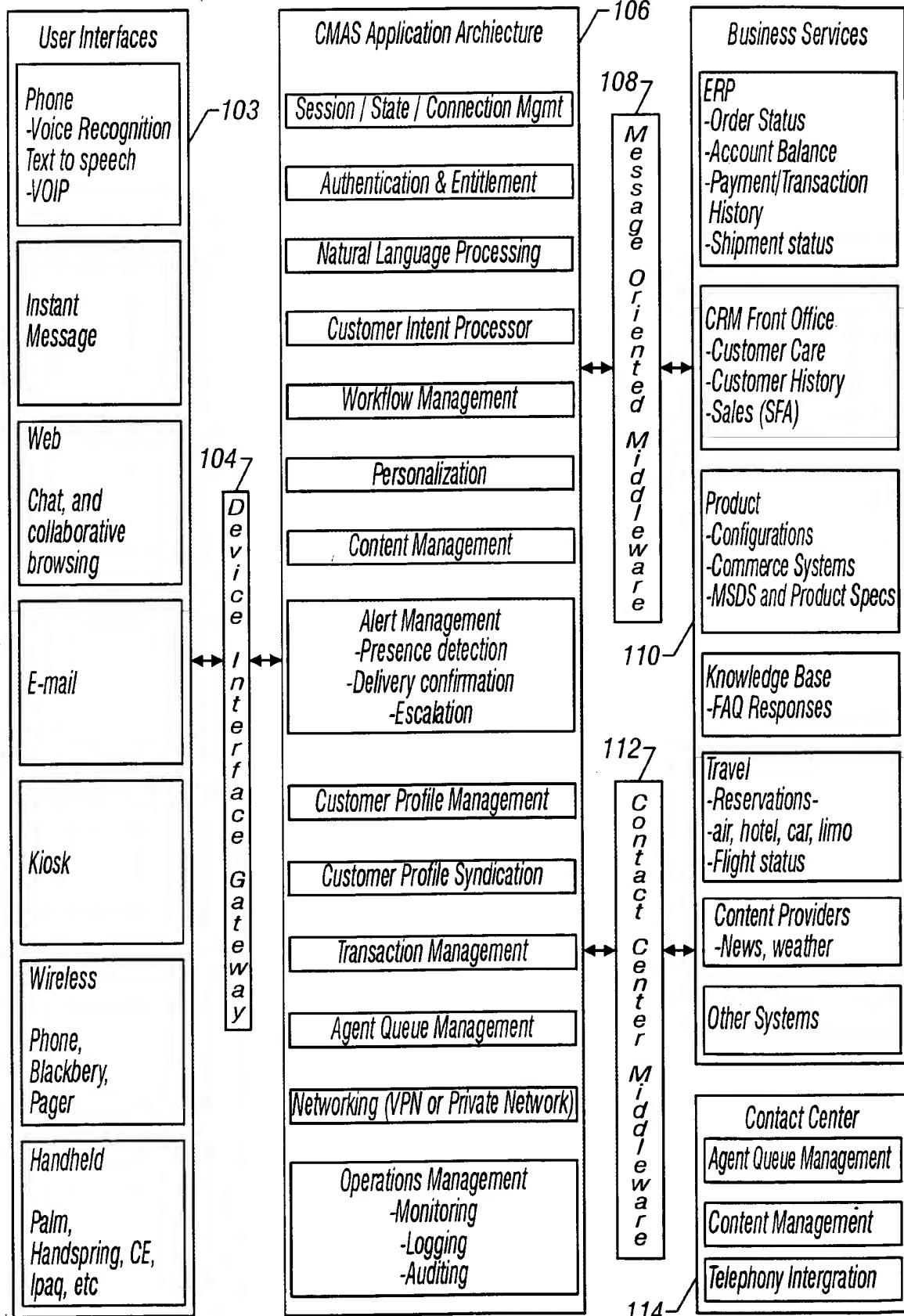


FIG. 5B

Device/Service	Native Authentication	CMAS Secondary Authentication	Cookies	Other
Web Browser	Microsoft Passport	CMAS user ID/Password	Yes	None
WAP Phone	Varies	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Cell Phone	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Instant Messenger	All require a user ID/Password	CMAS user ID/Password	None	None
Windows CE hand held	Microsoft Passport	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Cell Phone Based Pager	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Palm Hand Held	Microsoft Passport	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Two-Way Pagers	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Mobile Phone Voice Mail	Outbound from initial configuration	None	None	Security as provided by the Service provider
Interactive Pager	Outbound from initial configuration	None	None	Security as provided by the Service provider
Short Message Services	Outbound from initial configuration	None	None	Security as provided by the Service provider
Alpha/Numeric Pager	Outbound from initial configuration	None	None	Security as provided by the Service provider
Business Phone	Outbound from initial configuration	None	None	Security as provided by the Service provider
Business Voice Mail	Outbound from initial configuration	None	None	Security as provided by the Service provider
Home Number	Outbound from initial configuration	None	None	Security as provided by the Service provider
Alternative Business Contact	Outbound from initial configuration	None	None	Security as provided by the Service provider

FIG. 5C

Service	Device	Presence Detection	Delivery Confirmation	Guaranteed Delivery	Receipt Acknowledge	
					Native <u>147</u>	Manual <u>149</u>
AOL	Any Device that has AOL Instant Messenger	✓	—	—	—	✓
Yahoo!	Any Device that has Yahoo Instant Messenger	✓	—	—	—	✓
Microsoft	Any Device that has MSN Instant Messenger	✓	—	—	—	✓
Pager	Interactive Pager	—	Varies	Some	Some	—
	Alpha/Numeric Pager	—	Varies	Some	—	✓
	Cell Phone Based Pager	—	Varies	Some	—	—
	Two-Way Pagers	—	Varies	Some	✓	—
Wireless enabled PDA	PDA	—	✓	Some	Some	✓
	Windows CE	—	✓	Some	Some	✓
Voice Mail	Mobile Phone Voice Mail	—	—	✓	—	—
	Business Voice Mail	—	—	✓	—	—
Voice Call	Business Phone	—	—	✓	—	✓
	Home Number	—	—	✓	—	✓
	Alternative Business Contact	—	—	✓	—	✓
	Mobile Phone	—	—	✓	—	✓
SMS	SMS Capable Device	—	Varies	✓	—	✓
WAP	WAP Micro-browser capable device	✓	✓	—	✓	—
	WAP Phone	—	✓	—	✓	—
Email	Email Client	—	✓	—	✓	✓

FIG. 5D

Device <u>162</u>	SMS <u>164</u>	Email <u>166</u>	IVR <u>168</u>	Voice Mail <u>170</u>	Instant Messenger <u>172</u>
Web Phone	✓	✓	✓	✓	✓
Mobile Phone (without Internet access)	✓	✓	✓	✓	✓
Touch Tone Phone			✓	✓	
Pulse Dial Phone				✓	
Personal Computer/ Desktop			✓		✓
Windows CE Device				✓	✓
Interactive Pager				✓	
Palm OS Handheld					✓

FIG. 5E

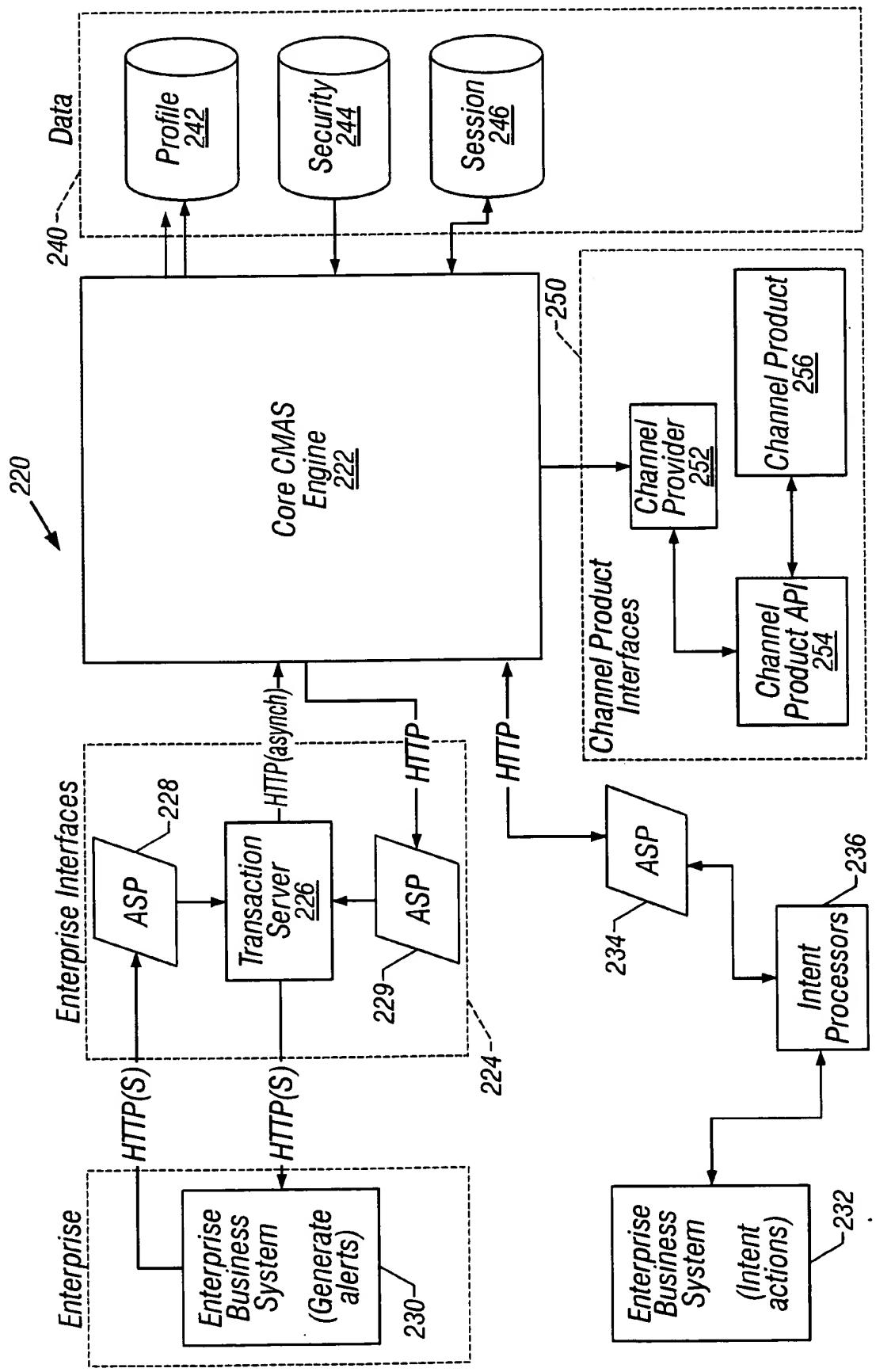


FIG. 6B

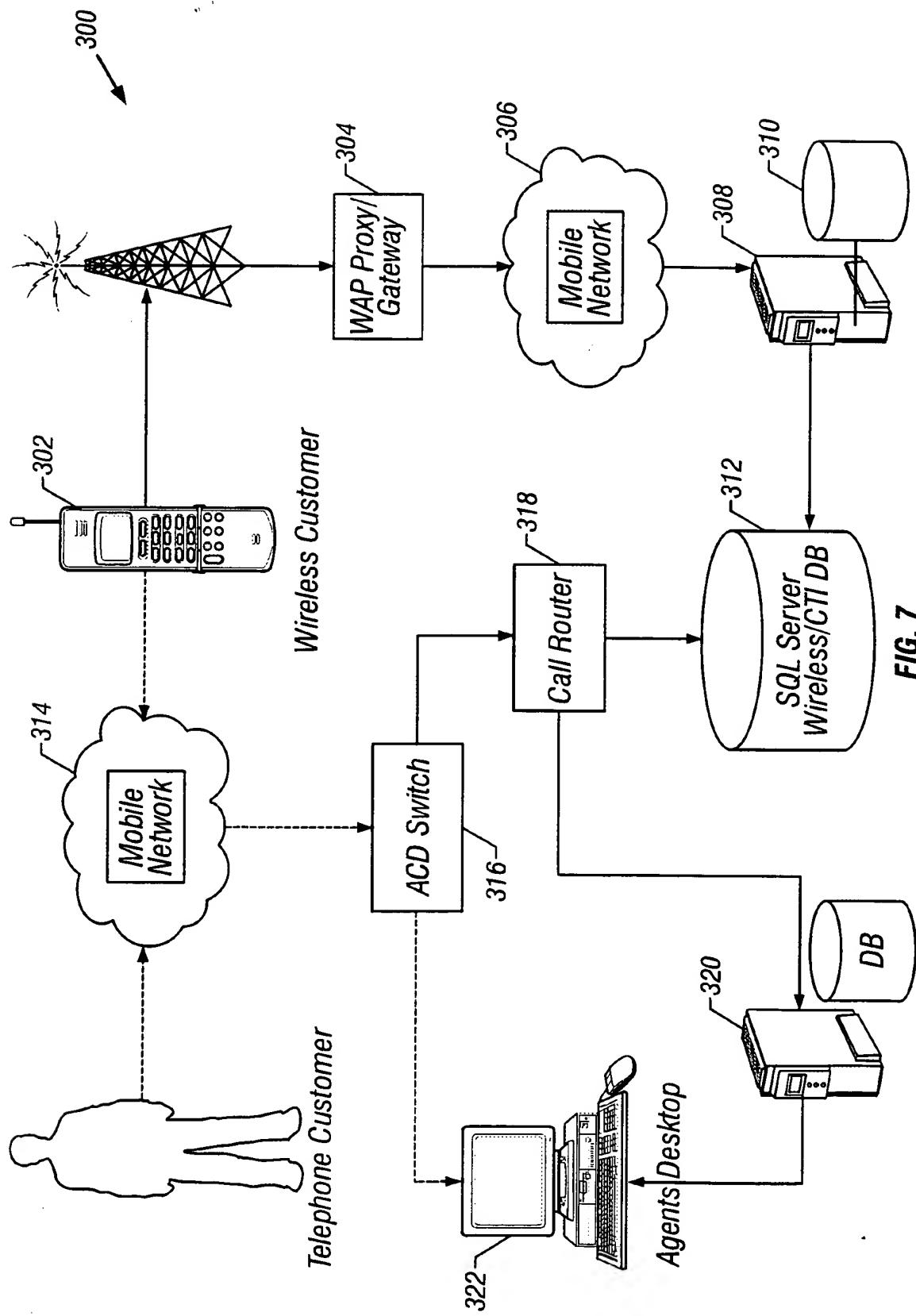


FIG. 7